



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF : Robert L. Gallick, et al.  
FOR : **CALL CENTER QUEUE  
ADMINISTRATION**  
SERIAL NO. : 09/511,256  
FILED : February 23, 2000  
ART UNIT : 2666  
CONFIRMATION NO. : 4237  
ATTORNEY DOCKET NO. : LUTZ 2 00272-1  
Case Name/No. AGCS 83

**RECEIVED**

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Technology Center 2600

**PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a)**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a reply in the above-identified application. The initial period for responding to the Office Action issued July 17, 2003 expired on October 17, 2003. This petition is hereby made for a one month extension of time up to and including November 17, 2003, in which to respond to the Office Action.

The requested extension and appropriate large entity fee are as follows:

- |                                     |                                  |            |
|-------------------------------------|----------------------------------|------------|
| <input checked="" type="checkbox"/> | One month (37 CFR 1.17(a)(1))    | \$110.00   |
| <input type="checkbox"/>            | Two months (37 CFR 1.17(a)(2))   | \$420.00   |
| <input type="checkbox"/>            | Three months (37 CFR 1.17(a)(3)) | \$950.00   |
| <input type="checkbox"/>            | Four months (37 CFR 1.17(a)(4))  | \$1,480.00 |

11/20/2003 JADD01 00000063 09511256

02 FC:1251


110.00 OP

A check in the amount of \$110.00 is enclosed. The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment payment to Deposit Account No. 06-0308.

Respectfully submitted,

FAY, SHARPE, FAGAN,  
MINNICH & MCKEE, LLP

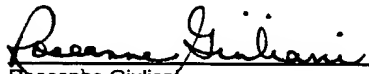
November 17, 2003  
Date

  
Joseph D. Dreher  
Reg. No. 37,123  
1100 Superior Avenue  
Seventh Floor  
Cleveland, OH 44114-2518  
216/861-5582

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Date of Deposit November 17, 2003

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

  
Roseanne Giuliani